


THE MEDPRO GROUP DIFFERENCE

# Risk Solutions Product Catalog

MedPro Group
*a Berkshire Hathaway company*

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**medpro**.com

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# Introduction

For years MedPro Group (MedPro) has been the expert on risk management and patient safety issues. Our strong tradition of risk management continues today with comprehensive resources and solutions that are designed to help insureds improve patient safety and reduce liability exposures.

MedPro insureds have access to a wealth of risk-related information and expertise, including core risk and specialty-specific publications, tools, and educational offerings — as well as a seasoned team of consultants who average more than 25 years in the industry. Additionally, MedPro is pleased to offer a variety of general and targeted risk management continuing education courses through our webinar program and preferred vendors. Insureds who successfully complete risk education might be eligible for a risk management premium credit at their next policy renewal.[1]

We believe that a strong risk management program can reduce patient harm and protecting healthcare providers from liability. Through our services, we strive to increase awareness of enduring and emerging risks, improve patient safety, assist in prioritizing key issues for action, and work with insureds to demonstrate measurable improvement.

## Purpose

The purpose of this document is to provide an at-a-glance reference of some of the publications, materials, and continuing education opportunities that MedPro's Risk Solutions group has available. Items listed in this catalog are linked to MedPro's website. Most materials are available on our public webpages (no login required); others can be obtained by logging on at www.medpro.com or through a request to the Risk Solutions group.

[1] Premium credit eligibility and amount are subject to business and regulatory approvals and may vary by policy type. Completion of a risk management course does not imply or guarantee renewal.

# Articles

Risk Solutions develops relevant and engaging articles on a wide range of risk management topics for dentists, healthcare professionals, and physicians/surgeons.

## Dentists

- Aligning Electronic Health Record Use With Quality Improvement Goals
- Avoiding Jousting in Dentistry
- Clinical Judgment in Diagnostic Errors: Let's Think About Thinking
- Collaborating With Advanced Practice Providers
- Communication in the Diagnostic Process: Preventing Breakdowns and Missed Opportunities
- Credentialing and Privileging Advanced Practice Providers
- Diagnostic Errors: A Persistent Risk
- Electronic Health Records as a Tool for Disaster Recovery
- Electronic Health Records: Patient Safety and Liability Concerns
- Enhancing Quality, Safety, and Experience Through Staff Education
- From Verbal Insults to Death: The Reality of Workplace Violence in Healthcare
- Human Trafficking and Healthcare: Helping Without Harming
- Informed Refusal: Overview and Risk Considerations
- Managing and Preventing Water Damage to Critical Records
- Navigating Scope-of-Practice Risks for Advanced Practice Providers
- Rise of the Machines: Robot-Assisted Surgery, Patient Safety, and Liability
- Risk Factors That Contribute to Diagnostic Errors
- Risks Associated With Cosmetic Dental Procedures
- Safe Medication Prescribing in Ambulatory Care
- Social Media in Healthcare: A Slippery Slope
- Strategic Planning for Dentists Treating At-Risk Pediatric Patients
- Supervision of Advanced Practice Providers
- The Benefits of a Personal Electronic Device Policy in Healthcare Practices

- The Rise of Teledentistry
- Transferring Health Records During a Practice Closure or Sale

## Healthcare Professionals

- Aligning Electronic Health Record Use With Quality Improvement Goals
- Becoming a High-Reliability Organization
- Clinical Judgment in Diagnostic Errors: Let's Think About Thinking
- Communication in the Diagnostic Process: Preventing Breakdowns and Missed Opportunities
- Developing Effective Telephone Triage Protocols in Healthcare Practices
- Diagnostic Errors: A Persistent Risk
- Electronic Health Records as a Tool for Disaster Recovery
- Electronic Health Records: Patient Safety and Liability Concerns
- Enhancing Quality, Safety, and Experience Through Staff Education
- From Verbal Insults to Death: The Reality of Workplace Violence in Healthcare
- Human Trafficking and Healthcare: Helping Without Harming
- Improving Obstetric Outcomes
- Informed Refusal: Overview and Risk Considerations
- Managing and Preventing Water Damage to Critical Records
- Providing Safe and High-Quality Care for Obese Patients
- Rise of the Machines: Robot-Assisted Surgery, Patient Safety, and Liability
- Risk Factors That Contribute to Diagnostic Errors
- Risks Associated With Cosmetic Medical Procedures
- Safe Medication Prescribing in Ambulatory Care
- Strategies to Prevent Drug Diversion in Healthcare Organizations
- Social Media in Healthcare: A Slippery Slope
- Surgical Fires: Prevention and Safety
- The Benefits of a Personal Electronic Device Policy in Healthcare Practices
- Transferring Health Records During a Practice Closure or Sale

## Hospitals/Healthcare Facilities

- Aligning Electronic Health Record Use With Quality Improvement Goals
- Becoming a High-Reliability Organization
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- Communication in the Diagnostic Process: Preventing Breakdowns and Missed Opportunities
- Credentialing and Privileging Advanced Practice Providers
- Developing Effective Telephone Triage Protocols in Healthcare Practices
- Diagnostic Errors: A Persistent Risk
- Electronic Health Records as a Tool for Disaster Recovery
- Electronic Health Records: Patient Safety and Liability Concerns
- Enhancing Quality, Safety, and Experience Through Staff Education
- From Verbal Insults to Death: The Reality of Workplace Violence in Healthcare
- Human Trafficking and Healthcare: Helping Without Harming
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- Informed Refusal: Overview and Risk Considerations
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- Safe Medication Prescribing in Ambulatory Care
- Scope of Practice for Advanced Practice Providers
- Strategies to Prevent Drug Diversion in Healthcare Organizations
- Social Media in Healthcare: A Slippery Slope
- Supervision of Advanced Practice Providers
- Surgical Fires: Prevention and Safety

- The Benefits of a Personal Electronic Device Policy in Healthcare Practices
- Transferring Health Records During a Practice Closure or Sale

## Physicians/Surgeons

- Aligning Electronic Health Record Use With Quality Improvement Goals
- Becoming a High-Reliability Organization
- Clinical Judgment in Diagnostic Errors: Let's Think About Thinking
- Collaborating With Advanced Practice Providers
- Communication in the Diagnostic Process: Preventing Breakdowns and Missed Opportunities
- Credentialing and Privileging Advanced Practice Providers
- Developing Effective Telephone Triage Protocols in Healthcare Practices
- Diagnostic Errors: A Persistent Risk
- Electronic Health Records as a Tool for Disaster Recovery
- Electronic Health Records: Patient Safety and Liability Concerns
- Enhancing Quality, Safety, and Experience Through Staff Education
- From Verbal Insults to Death: The Reality of Workplace Violence in Healthcare
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- Surgical Fires: Prevention and Safety
- The Benefits of a Personal Electronic Device Policy in Healthcare Practices
- Transferring Health Records During a Practice Closure or Sale

### Senior Care

- Developing a Violence Prevention Program for Senior Care Facilities
- Intimacy and Sexual Activity in Senior Living
- Key Safety Issues in Senior Care: Choking, Heat Stroke, and Security
- Residents/Patients With Cognitive Impairment in Primary and Specialty Care Settings
- Social Media in Senior Care: Friend or Foe?
- State Survey Deficiencies and Claim Allegations in Assisted Living Facilities
- The Human Factor: Person-Centered Care Strategies for Senior Care Residents Who Have Dementia

## Booklets

Risk Solutions' *Litigation Support: Maintaining Your Balance* booklet offers guidance, resources, and general tips for facing the challenges of a pending legal action. The information in this booklet is intended to help doctors and other healthcare professionals manage the emotions and stress associated with malpractice litigation as well as better understand and participate in the defense process.

The *Simulation Training: Sample Scenarios* booklet offers guidance and instructions on conducting simulation exercises for various high-risk situations across a variety of healthcare settings. Each simulation scenario includes learning objectives as well as information about background, participants, expected outcomes, facilitator notes, equipment and supplies, and scenario setup and steps.

# Checklists

Risk Solutions' checklists are succinct tools that help providers focus on specific areas of risk and identify opportunities for improvement. Checklists on the following topics are available:

- Antibiotic Stewardship in Hospitals
- Assessing Environmental Factors to Reduce Violence in Hospitals
- Assessing Pharmacy Compounding Services
- Avoiding Poor Quality and Fraudulent Medical Supplies and Devices
- Closure of Healthcare Facilities/Lines of Service
- Competency, Training, and Best Practices for Clinical Chaperones
- Disclosure of Unanticipated Outcomes
- Documentation Essentials
- Due Diligence in Hiring Healthcare Employees
- Due Diligence of Business Associates
- Early Identification of Sepsis in Senior Care
- Educating Staff on Infection Prevention and Control
- Effective Communication Between Doctors and Advanced Practice Providers
- Electronic Documentation
- Emergency Preparedness in Senior Care
- Environmental Cleaning in Ambulatory Care Settings
- Environmental Emergency Preparedness for Healthcare Practices
- Event Reporting and Root Cause Analysis
- Fall Prevention in Outpatient Settings
- Fall Prevention in Senior Care
- Fire Response in Hospitals
- Fire Response in Hospitals: Infrastructure Aspects
- Fire Response in Senior Care Facilities
- Fire Response in Senior Care Facilities: Infrastructure Aspects
- Hand Hygiene and Respiratory Hygiene in Ambulatory Care Settings

- Implementing Artificial Intelligence in Healthcare Organizations
- Improving Cybersecurity in Healthcare Organizations
- Improving Nursing Documentation
- Improving Patient Identification and Matching in Electronic Health Records
- Infection Prevention & Control in Home Healthcare
- Infection Prevention & Control in Senior Care
- Informed Consent
- Intraoperative Neurophysiological Monitoring
- Managing Bed Bugs in Healthcare Facilities
- Managing Procedural Sedation Risks
- Managing Risks Associated With Malignant Hyperthermia
- Managing Social Media Risks in Healthcare
- Medication Inventory Management for Healthcare Practices
- Medication Inventory Management for Hospitals and Healthcare Facilities
- Obstructive Sleep Apnea Screening
- OSHA Compliance for Healthcare Practices
- Pain Management
- Patient Safety in Intensive Care
- Planning and Response for Active Shooter Situations
- Preventing Elopement in Senior Care
- Preventing Pressure Injuries in Home Healthcare
- Preventing Pressure Injuries in Senior Care Organizations
- Preventing Retained Surgical Items
- Preventing Sepsis in Hospitals
- Preventing Surgical Site Infections
- Preventing Wrong-Site Surgery
- Provider Obligations When Leaving a Healthcare Practice
- Providing Trauma-Informed Care
- Reducing Environment-of-Care Risks for Behavioral Health Patients

- Reducing Risks Associated With Automated Dispensing Cabinets
- Reducing Risks Associated With Anticoagulants
- Reducing Risks Associated With Patient Handoffs
- Risk Management Considerations in Orthopedic Practice
- Risk Management Considerations in Surgical Practice
- Safe Injection Practices
- Strategies for Improving the Discharge Process
- Strategies to Support Patient Comprehension
- Strengthening Onboarding for Healthcare Providers
- Supervision of Advanced Practice Providers
- Terminating a Provider–Patient Relationship
- Using an Electronic Health Record System to Support Quality Improvement

# Claims Data Analyses

Claims data analyses are designed to provide insureds with detailed malpractice claims data to assist them in purposefully focusing their risk management and patient safety efforts. All data represent a snapshot of MedPro's experience with malpractice claims, including an analysis of the risk factors that drive these claims. Risk Solutions offers claims data by specialty and claims data by topic.

# Continuing Education

## Courses

MedPro insureds have access to a robust catalog of general and targeted risk management continuing education courses, which are offered through MedPro's preferred vendor, The Sullivan Group (TSG).

TSG offers compelling general and specialty-specific risk management programs. They have created an array of online educational courses dedicated to patient safety, medical error reduction, and high-quality medical care. TSG's courses address a broad spectrum of risk, safety, and quality issues in clinical care. For more information about TSG's online courses, visit www.thesullivangroup.com/medpro/.

## Risk Solutions On-Demand Programs

Risk Solutions offers a variety of on-demand educational programs on a range of risk management topics. Programs are geared toward both office- and hospital-based providers, and offer continuing medical education (CME), continuing dental education (CDE), and/or continuing nursing education (CNE) credit. All programs can be access at www.medpro.com/ce-webinars. (Note: This catalog is published biannually; programs may expire between publication dates.)

| | Expires | CME | CDE | CNE | Risk Ed Credit |
|---|---|---|---|---|---|
| Advanced Practice Providers: Navigating the Risks | July 2027 | ✓ | ✓ | ✓ | ✓ |
| Ambulatory Surgery: Claims Data Insights and Risk Mitigation Strategies | February 2028 | ✓ | | ✓ | ✓ |
| Boarding Behavioral Health Patients: Unique Risks Prompt Creative Solutions | March 2028 | ✓ | | ✓ | ✓ |
| Dentistry by the Numbers: Common Risk Management Questions From MedPro-Insured Dentists | December 2026 | | ✓ | | ✓ |
| Disclosing Unanticipated Outcomes: Creating a Patient-Centered Organizational Approach | February 2027 | ✓ | ✓ | ✓ | ✓ |
| Disclosure Case Review: A Workshop for Providers, Staff, and Leadership | April 2027 | ✓ | ✓ | ✓ | ✓ |
| Disruptive Behavior in Healthcare: Identifying It and Addressing the Risks | April 2027 | ✓ | | ✓ | ✓ |
| Electronic Health Records: Balancing Risks and Opportunities | January 2028 | ✓ | ✓ | ✓ | ✓ |

| | Expires | CME | CDE | CNE | Risk Ed Credit |
|---|---|---|---|---|---|
| From Diagnostic Errors to Diagnostic Excellence: Overview and Analysis | November 2028 | ✓ | ✓ | ✓ | ✓ |
| From Diagnostic Error to Diagnostic Excellence: Strategies to Mitigate Risk | December 2028 | ✓ | ✓ | ✓ | ✓ |
| HIPAA Privacy & Security: Strategies for the Modern Era | January 2029 | ✓ | ✓ | ✓ | ✓ |
| Inclusive Healthcare: Meeting the Needs of the LGBTQ+ Community | December 2028 | ✓ | ✓ | ✓ | ✓ |
| Informed Consent for Medical/Surgical Procedures: So Much More Than a Form | September 2027 | ✓ | ✓ | ✓ | ✓ |
| Mitigating Risk Through Effective Documentation: Protecting Your Practice | July 2027 | ✓ | ✓ | ✓ | ✓ |
| Opioids in Practice: Historical Drivers and Modern Expectations | July 2029 | ✓ | ✓ | ✓ | ✓ |
| Opioids in Practice: Strategies for Safe Use | July 2029 | ✓ | ✓ | ✓ | ✓ |
| Pain Management in Dentistry: Risk Management Considerations for Opioid Prescribing | February 2028 | | ✓ | | ✓ |
| Patient Selection in Dentistry: Reducing Your Risk | July 2028 | | ✓ | ✓ | ✓ |
| Preventing Fraud, Waste, and Abuse in Your Practice | December 2026 | ✓ | ✓ | ✓ | ✓ |
| Risk Financing: A Continuum of Loss | July 2028 | ✓ | ✓ | ✓ | ✓ |
| Risk Management Fundamentals | October 2027 | ✓ | ✓ | ✓ | ✓ |
| Risk Perspectives in Telemedicine: Bridging the Digital Divide | February 2027 | ✓ | | ✓ | ✓ |

| | Expires | CME | CDE | CNE | Risk Ed Credit |
|---|---|---|---|---|---|
| Sexual Misconduct: Crossing Professional Boundaries | May 2027 | ✓ | ✓ | ✓ | ✓ |
| Sexual Misconduct: Risk Strategies and Insights | May 2027 | ✓ | ✓ | ✓ | ✓ |
| Technology in Healthcare: A Mixed Blessing | December 2027 | ✓ | ✓ | ✓ | ✓ |
| The “Difficult” Patient Encounter: Risk Insights and Mitigation Strategies | August 2028 | ✓ | ✓ | ✓ | ✓ |

## Guidelines

Risk Solutions offers guidelines on various risk topics. Each guideline addresses a key risk area, providing an overview of the issue and risk strategies and recommendations. The following guidelines are available:

- Closing a Healthcare Practice: Strategies and Risk Management Considerations
- Communicating Effectively With Patients to Improve Quality and Safety
- Credentialing and Privileging
- Developing an Effective Compliance Plan: A Guide for Healthcare Practices
- Disclosure of Unanticipated Outcomes
- Emergency Preparedness in Healthcare Practices
- Infection Prevention and Control in Ambulatory Care Settings
- Managing Nonadherent Patients
- Medical Equipment Management
- Health Records Release
- Patient Agreements in Clinical Practice
- Peer Review in Group Practices
- Record Retention
- Refunds & Waivers

- Risk Management Strategies for Informed Consent
- Terminating a Provider–Patient Relationship
- Using an EHR System for Quality Improvement

## Healthcare Practice Manual

Risk Solutions' *Risk Management Manual for Healthcare Practices* provides valuable information about the basic framework of a risk management program, answers to frequently asked questions, and links for obtaining more information on numerous topics. Healthcare providers and their staff members can use this manual to identify the risk management elements that are essential to developing and maintaining their own customized risk management programs.

## Malpractice Minute

Developed for dental students and insureds, *Malpractice Minute* offers case studies and analysis unique to the practice of dentistry and includes proactive risk management strategies. This periodical is published in electronic format and can be accessed at https://medprodental.com/practice-more-safely.

## Risk Management Review

This publication presents real case studies of claims associated with various specialties and practice settings. *Risk Management Review* is published quarterly in electronic format.

- **August 2026:** Patient Dies While Receiving Long-Term Pain Management Treatment
- **May 2026:** Miscommunication Contributes to Death of Home Healthcare Patient
- **February 2026:** Failure to Follow Up After Primary Treatment Causes Second Condition to Go Undiagnosed
- **November 2025:** Incomplete Patient History Results in Inadequate Obstetrical Care and Birth Trauma
- **August 2025:** Pediatric Patient Is Misdiagnosed Multiple Times, With Tragic Outcome
- **May 2025:** Patient Suffers Aortic Dissection While Waiting for Emergency Care
- **February 2025:** Perioperative Lapses Result in Permanent Injuries to Patient

- **November 2024:** Poor Documentation and Other Missteps Result in Delayed Cancer Diagnosis for Pediatric Patient
- **August 2024:** Communication Failure Causes Delay in Treatment and Suboptimal Outcome
- **May 2024:** Medication Error Occurs in Pediatric Practice; Infant Dies From Untreated Condition
- **February 2024:** Patient Sues Surgeon Following Difficult Mastectomy; Nonclinical Factors Impede Defense of Case
- **November 2023:** Physician Fails to Act on "Red Flags," Resulting in Death of Patient From Myocardial Infarction

## Risk Q&A

*Risk Q&A* is a succinct and concise publication that offers insureds an at-a-glance reference for common risk questions, as well as resources and strategies to support additional learning and targeted solutions. The following *Risk Q&A* publications are available:

- Addressing Safety Concerns for Healthcare Practitioners That Have Declining Health
- Addressing Sexual Harassment From Patients or Third Parties
- Addressing Staff Burnout in Senior Care Organizations
- Aging Out of Pediatric Dentistry
- Audio/Video Recording in Healthcare Practices
- Burnout, Medical Errors, and Malpractice Liability
- Concealed Carry of Weapons in Healthcare Facilities
- Documenting Care for Transgender Patients
- Duty To Warn
- Ensuring Proper Patient Selection for Office-Based Procedures
- Handoffs and Signouts
- High-Alert Medication Monitoring
- Hiring Temporary Nursing Staff
- Hospitalist Communication
- Improving Maternal Health

- Improving Telehealth for Patients With Vision or Hearing Loss
- Improving the Care of Older Adults in the Emergency Department
- Incidental Radiology Findings
- Information Blocking and the 21st Century Cures Act
- Interpreters & Auxiliary Aids
- Loss and Theft in Senior Care Facilities
- Maintaining Situational Awareness to Improve Patient Safety
- Managing Malpractice Allegations and Litigation Threats
- Managing Medication Samples in Healthcare Practices
- Managing Negative Online Reviews From Patients
- Managing Risks Associated With Curbside Consultations
- Managing Stress After an Adverse Patient Outcome
- Managing the Internet of Things in Healthcare Organizations
- Marijuana Use in Senior Care Facilities
- Medical Aid in Dying
- On-Label and Off-Label Uses of Ketamine
- Opioid Use in Older Adults
- Overcrowding in the Emergency Department
- Parental Presence/Absence in Pediatric Dentistry
- Payment Issues in Healthcare Practices
- Performing New Procedures and Adopting New Technologies
- Precision Medicine
- Preventing Elder Abuse in Senior Care Organizations
- Protective Stabilization in Pediatric Dentistry
- Recognizing Safety Concerns With Nonoperating Room Anesthesia
- Risk Considerations in Palliative/End-of-Life Care
- Robotic Surgery
- Safe Driving With Medical Conditions
- Scope of Practice for Advanced Practice Providers

- Scope of Practice for Medical Assistants
- Scope of Practice for Midwives
- Smart Glasses in Healthcare Facilities
- Suicide Screening in Primary Care
- Surveillance Cameras in Senior Care Facilities
- Telehealth/Telemedicine
- Transition Orders in the Emergency Department
- Treating Oneself, Family Members, or Other Close Individuals
- Using Clinical Chaperones
- Using Health Information Technology to Engage Patients
- Using Ridesharing Services in Healthcare
- Using Seclusion/Restraint in Emergency Departments

## Risk Resources

Risk Solutions compiles resource lists on various safety- and risk-focused topics. Each list highlights expert and evidence-based sources that readers can use to increase awareness, identify potential areas of risk, and/or determine mitigation strategies. Currently, resource lists on the following topics are available:

- Advanced Practice Providers
- Anesthesia and Surgery
- Artificial Intelligence
- Artificial Intelligence and Informed Consent
- Artificial Intelligence in Senior Care
- Bed Safety and Entrapment
- Behavioral Health
- Behavioral Health in Primary Care
- Behavioral Health in Senior Care
- Burnout in Healthcare
- Credentialing and Privileging

- Culture of Safety
- Cybersecurity
- Dementia Care in Senior Care Organizations
- Disclosure of Unanticipated Outcomes
- Disruptive Behavior
- Drug Shortages
- Elder Abuse
- Electronic Health Records
- Elopement and Wandering
- Emergency Medical Treatment and Labor Act
- Emergency Preparedness and Response
- Emergency Preparedness and Response in Senior Care Organizations
- Ergonomics and Safe Patient Handling
- Event Reporting and Root Cause Analysis
- Failure to Rescue
- Fall Prevention in Hospitals
- Falls and Fall Risk in Older Adults
- Handoffs and Care Transitions
- Health Equity and Social Determinants of Health
- Health Literacy and Cultural Competence
- Healthcare-Associated Infections
- Healthcare Compliance
- HIPAA
- Home-Based Healthcare
- Hospital Discharge and Readmissions
- Human Trafficking and Trauma-Informed Care
- Infection Prevention & Control in Ambulatory Care Settings
- Infection Prevention & Control in Dentistry
- Infection Prevention & Control in Hospitals

- Infection Prevention & Control in Senior Care Organizations
- Informed Consent
- LGBTQ+-Inclusive Care
- Maternal Health
- Medical Marijuana
- Medication Safety During Care Transitions
- Medication Safety in Ambulatory Care
- Medication Safety in Senior Care
- Obstetrics and Gynecology
- Opioid Prescribing & Pain Management
- Patient Engagement
- Pediatric Medication Safety
- Pressure Injuries in Older Adults
- Procedural Sedation in Adults and Children
- Professionalism and Ethics in Healthcare
- Psychedelics in Healthcare
- Robotic Surgery
- Sepsis
- Social Media in Healthcare
- Staff Shortages and Workforce Issues
- Suicide Prevention
- Suicide Screening in Primary Care
- Supply Chain Management
- Telehealth/Telemedicine
- Violence Prevention in the Emergency Department
- Violence Prevention in Home Healthcare
- Wrong-Site Surgery

# Risk Tips

Risk Solutions recognizes that healthcare providers are increasingly pressed for time and need concise risk management information. *Risk Tips* meets this demand by distilling complex information into key patient safety and risk strategies on various topics.

- Accommodating Bariatric Residents in Senior Care Facilities
- Addressing Disruptive Behavior Among Healthcare Professionals
- Addressing Parent Accountability With Pediatric Patients
- Addressing Risks Associated With Telehealth
- Antibiotic Stewardship in Ambulatory Care Settings
- Antibiotic Stewardship in Senior Care Organizations
- Artificial Intelligence
- Billing & Coding Compliance
- Collaborating With Healthcare Staff to Improve Patient Safety, Adherence, and Satisfaction
- Communicating and Reinforcing Patient Policies and Procedures in Healthcare Practices
- Communicating Effectively With Patients Who Have Limited English Proficiency
- Engaging Patients to Improve Diagnosis
- Ergonomics and Safe Patient Handling
- Hiring Qualified Nurses for Home Healthcare
- Implementing Effective Debriefings
- Implementing Warm Handoffs
- Improving Pediatric Care in the Emergency Department
- Improving Postoperative Care
- Infection Prevention and Control in Podiatry
- Informed Consent in Anesthesia Care
- Management Oversight in Home Healthcare
- Managing and Reducing Medical Waste
- Managing Behavioral Health Issues in Primary Care

- Managing Clinician Burnout
- Managing Drug Shortages
- Managing Infectious Disease Outbreaks in Senior Care Facilities
- Managing Nonadherent and Difficult Patients
- Managing Nurse Burnout
- Managing Operating Room Noise and Distractions
- Managing Risks in Acupuncture
- Medication Safety in Ambulatory Surgery Centers
- Mitigating Risks in Hospice Care
- Nurturing a Culture of Engagement in Healthcare
- Planning for and Optimizing the Use of Computerized Provider Order Entry
- Preventing Elopement From Hospitals
- Preventing Violence in Home Healthcare
- Reducing Diagnostic Errors in Emergency Medicine
- Reducing EMTALA Risks in Hospitals
- Reducing Surgical/Procedural Treatment Risks in Otolaryngology
- Reducing Risks Associated With Failure to Rescue
- Responding to an Emergency
- Securing Mobile Devices in Healthcare
- Using Personal Protective Equipment
- Using Physical Safeguards to Prevent Security Breaches
- Using Scribes to Document Clinical Care
- Using Seclusion/Restrain in Behavioral Healthcare
- Using Technology-Based Safeguards to Prevent Security Breaches
- Working With Dental Staff to Improve Patient Safety and Experience
- Working With Medical Interpreters

# For More Information

To learn more about MedPro risk management and patient safety offerings — or to ask specific questions about publications, tools, presentations, courses, or services — contact the Risk Solutions group at 1-800-463-3776.

We are happy to answer any questions you may have, and we look forward to providing you with timely and engaging information and materials! Visit our website and follow us on X and LinkedIn.

medpro.com

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a Berkshire Hathaway company